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Operations Group Meeting 163

12 May 2026, 09:30 – 14:00

Meeting Headlines

At every meeting, the OPSG will focus on cross-industry matters that affect, or have the potential to affect, multiple Smart Energy Code (SEC) Parties.

Decision, Discussion, and Information Items

1. Previous Meeting's Minutes: (For Decision) (**GREEN**)

The OPSG reviewed the minutes from the OPSG 161 meeting and **APPROVED** them as final.

2. OPSG Actions Outstanding: (For Decision) (**CLEAR**)

The OPSG **NOTED** the actions log update and **AGREED** to close **OPSG 135/01, OPSG 147/06, OPSG 151/02, OPSG 157/02, OPSG 158/05, OPSG 158/06** and **OPSG 161/04**. The OPSG **AGREED** not to close **OPSG 150/03**.

3. Risks and Issues Update: (For Decision) (**AMBER**)

SEC Industry Operations presented updates to the OPSG Risk and Issues Log and received no objections from OPSG Members to Baselining the Report.

SEC Industry Operations discussed 3G Sunsetting (R008) progress and ongoing work with DCC on Communications Hub (CH) Deployment/Replacement Activities (R009), with further engagement planned for the Communications Transition Group (CTG) and the OPSG.

The OPSG **APPROVED** the baselining of the RAID Log as baselined v17.0.

4. DCC Operational Update: (For Information) (**AMBER**)

The DCC presented a comprehensive operational update, covering strong April performance, incident management including a BCDR failover event, improvements in problem management, and actions taken following recent incidents.

The DCC reported 100% availability for prepay services in April, with over 382,000 additional SMETS2 Device installs completed, and highlighted ongoing improvements in monitoring and operational visibility particularly through ongoing DSP2 discussions. The DCC shared a planned BCDR failover activity which resulted in a major incident due to inconsistent configuration between datacentres. The DCC detailed corrective actions including configuration fixes, enhanced monitoring, and updated runbooks, and noted that lessons learned are being shared with other Suppliers.

The DCC outlined progress in problem management, with 80 open tickets and 89% root cause identification, and committed to increasing transparency on trends and themes, responding to OPSG members concerns about feedback loops and visibility for operational teams.

The DCC reviewed the outcomes of the recent price event, and reported that by the end of April, 33.7 million Devices were processed with a 97% success rate, including record volumes in the first day and week, and confirmed that these results aligned with initial expectations.

The OPSG **NOTED** the update.

5. Demand Forecasting: (For Information) (AMBER)

The DCC presented the Q2 2026 DCC demand forecast, discussed changes in forecasting assumptions, and provided examples of how DCC manages network traffic peaks. The DCC noted that swap out rates for SMETS1, Long-Range Radio (LRR), and VMO2 to 4G have been revised to reflect accelerating trends, and the forecast now includes LRR to 4G swap outs for the first time.

The DCC outlined its approach to managing network peaks by working with Users to flatten traffic profiles and avoid capacity issues. Examples included collaborating with a Small Supplier to reduce on-demand traffic and intervening to resolve configuration issues causing midnight traffic spikes. The DCC emphasised the importance of running the network as flat as possible and maintaining headroom for contingency.

The DCC shared that the Q3 forecast process will involve engaging Users during service reviews to gather insights and freeze assumptions in June, with publication in July and a return to the forum in August. Users were encouraged to communicate any expected behavioural changes to ensure accurate forecasting and support.

The OPSG **NOTED** the update.

6. CSP C&S 3G Shutdown: (For Discussion) (AMBER)

The DCC provided a final update on the Central and South 3G Shutdown, confirming a smooth transition to 2G with no incidents, ongoing reduction in Non-Communicating Devices, and closure of related actions, with future monitoring moving to BAU processes.

The DCC confirmed that the 3G shutdown was completed as planned, with only a minor delay for London sites to separate them from the north of Scotland. The transition saw 99.9% of CHs successfully move to 2G, contractual performance measures met, and no incidents reported.

The DCC noted that the number of Non-Communicating Devices continues to decrease weekly, with fluctuations attributed to normal operational factors. With the VMO2 3G shutdown programme closed, remaining Non-Communicating Devices will be managed under the BAU 'Get Connected, Stay Connected' programme and via the OPSG NODI Sub-Group.

The OPSG **NOTED** the update.

7. FSM Update: (For Information) (AMBER)

The DCC updated the group on FSM Go-Live readiness, confirming completion of Live Service Criteria (LSC), addressing User access and OPSG member concerns.

The DCC confirmed that all TAG conditions and most OPSG conditions have been met, with sufficient Users completing testing and early access granted to those who completed required steps. Concerns were raised about missing Nominated Contact List (NCL) role information and incorrect training materials. The DCC agreed to clarify the status of NCL setup, communicate with affected parties, and issue guidance to address confusion around user roles and permissions.

The DCC confirmed that the maintenance release schedule has been defined, with content agreed but financial negotiations ongoing. Post-go-live, the DCC will provide a drop-in support call, regular sessions during HyperCare, and resources to assist users who encounter access issues.

The OPSG **AGREED** with the DCC's proposed approach to FSM Go-Live.

8. 4G & Beyond: (For Endorsement) (AMBER)

The DCC presented the outcomes of the 4G and Beyond customer workshops, summarising essential and desirable business needs, design principles, and next steps.

The DCC outlined the four essential business needs were identified: a communication method supporting CHs post-2044, minimum 15-year asset life, sufficient quantum-proofing, and value for money. The workshop also identified four desirable needs: alternative technologies for resiliency, supply chain resiliency, improved logistics, and reduced carbon footprint.

The DCC noted that customer-defined design principles were captured, such as considering end-to-end costs, avoiding service provider lock-in, and supporting robust HAN solutions. The potential evolution from Zigbee to Matter and Thread was discussed, with ongoing industry and DESNZ engagement required.

The OPSG **ENDORSED** the DCC's Business Needs for 4G and Beyond.

9. 4G Coverage: (For Information) (GREEN)

The DCC provided an update on proposed improvements to the 4G coverage checker, focusing on enhanced data usability, operational data overlays, and the plan to raise a SEC modification to enable the proposed changes.

The DCC shared the proposed enhancements including providing more granular property-level coverage data, overlaying operational incidents, and focusing improvements on 4G rather than legacy technologies. The DCC explained that the SEC is prescriptive about the coverage checker, so a SEC Modification is required to implement significant changes.

The DCC and SECCo agreed to coordinate their response to format issues and to ensure that related work on 2G, 3G, and LRR coverage is joined up, aiming for a unified master view and integrating feedback from other SEC Governance groups such as TABASC.

The OPSG **NOTED** the update.

10. 4G Release 2 (MR2): (For Information) (GREEN)

The DCC presented a quarterly update on the 4G Release 2 (MR2) project, detailing progress, technical enhancements to the VWAN solution, the consultation process for configuration parameters, and plans for future working groups.

The DCC reported that the project is on track for the October 2026 Go-Live, with Pre-Integration Testing cycle 2 completed and System Integration Testing scheduled to start in June. The test coverage document, including WAN selection arrangements, was submitted for review and is pending final approval.

The DCC described enhancements to the WAN selection algorithm, including improved install and commission processes using VWAN when 4G is insufficient, and post-install monitoring of signal strength, connection duration, and message receipt to trigger switching.

The OPSG discussed the upcoming industry consultation on VWAN parameters, with concerns raised about the timing and the need for practical, real-world testing. The DCC agreed to hold a workshop before the consultation to provide a simplified explanation and gather early feedback.

The OPSG **NOTED** the update.

11. Long-Range Radio Committed Term Update: (For Information) (AMBER)

The DCC presented an overview of the governance and control framework for the Long-Range Radio (LRR) option, including the preferred exit date, and ongoing SLA negotiations with the service provider.

The DCC explained that the committed term provides a contractual and operational framework for LRR, with new SLAs and targets being negotiated. The framework aims to ensure controlled evolution, managed exit, and transparency, with customers able to influence SLAs before contracts are finalised.

The OPSG **NOTED** the update.

12. MP320 – ‘Enhanced MAP & Manufacturer DCC Reporting’: (For Discussion) (CLEAR)

SECAS presented the MP320 modification proposal to enhance Meter Asset Provider (MAP) and Manufacturer DCC Reporting, including new data metrics and a new governance document, with the group expressing general support and discussing process efficiency and cost implication.

SECAS outlined the addition of new data metrics to the existing reporting set, which would not require DCC development, and the introduction of a new SEC-required document to streamline future changes through consultation rather than full SEC modifications.

The OPSG supported the proposal, noting that it addresses concerns with data access and is low-cost. The OPSG agreed that the process is efficient and that future changes can be managed through the new governance mechanism.

The OPSG **NOTED** the update **AGREED** with the modification proposal.

13. Any Other Business (AOB): (For Discussion) (CLEAR)

The OPSG received an update about TIRG membership changes.

2G North Contract

The OPSG discussed the end of the 2G North contract, Supplier preparedness for the switch-off, and ongoing challenges with the CH returns process, including operational and contractual issues and the need for a more efficient recycling process.

Install Codes

The OPSG discussed the current process for requesting install codes, the challenges with non-standard methods, and the plan to maintain the email-based approach until a new modification introducing an online repository is implemented in November.

Next Meeting: Friday 22 May 2026